



THE AMESBURY SENIOR COMMUNITY CENTER
&
COUNCIL ON AGING



68 Elm Street
Amesbury, MA 01913

Phone: 978-388-8138
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Using Interns as a Support to your COA

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Terms to know for Social Work Interns

Field Supervisor: The supervisor at the student's internship whom they report to. (This term varies by school)

Faculty Liaison: A licensed clinical social worker from the student's school that communicates with the student's agency and also oversees the student's progress and performance. (This term varies by school).

Field Liaison: A licensed clinical social worker who works either for or with the agency in which the student interns that oversees the student's progress and performance and makes sure theories learned at school are incorporated into the student's work.

Site supervisor: A person at the agency which you are interning at that supervises you, usually an LSW or above, that instructs their student interns, helps meet and set goals, and helps their student with any questions or concerns.

Learning agreement: a contract for the student, agency, and school that states the hours the student will work, whom they report to for supervision, how the student will be evaluated, how progress is determined, expectations, and guidelines on applying social work to practice behaviors

Process recording: a reflection paper used by the student, the field instructor, and the faculty advisor to look at different dynamics of a particular interaction in time. On these process recordings you reflect on your intervention skills used and what you have learned.

Competencies: measures interns' field practicum performance and competency development

Field evaluations: evaluation of the student's performance in the field practicum which includes instructor feedback

Field visit: a combination of the academic aspect of social work and practice

Theories

Strengths-based approach- According to the article Strengths-Based Cognitive-Behavioral Therapy, This approach focuses on a person's strengths rather than their weaknesses to help build resilience.

Psychodynamic theory- This theory was developed by Freud; it explains how personality consists of the id, the superego and the ego which acts a referee amongst the id and ego.

Rational Choice Theory- This theories explains that all action is rational in character and people evaluate the risks and benefits before making their final decision.

References

Strengths-Based Cognitive–Behavioral Therapy: A Four-Step ... (n.d.). Retrieved October 24, 2016, from <http://onlinelibrary.wiley.com/doi/10.1002/cpp.1795/full>
Theories Used in Social Work Practice & Practice Models. (n.d.). Retrieved October 24, 2016, from <https://socialwork.simmons.edu/theories-used-social-work-practice/>

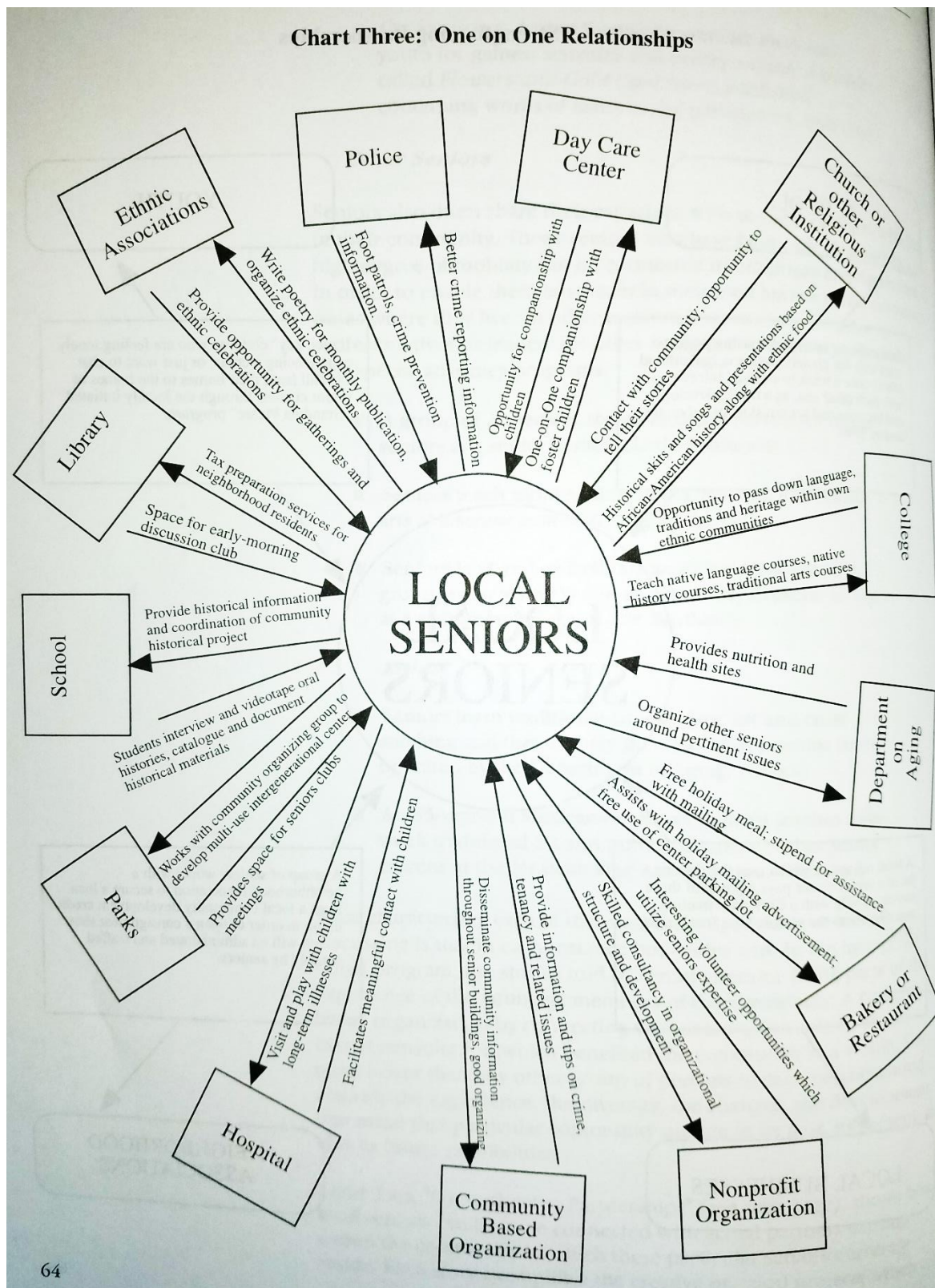


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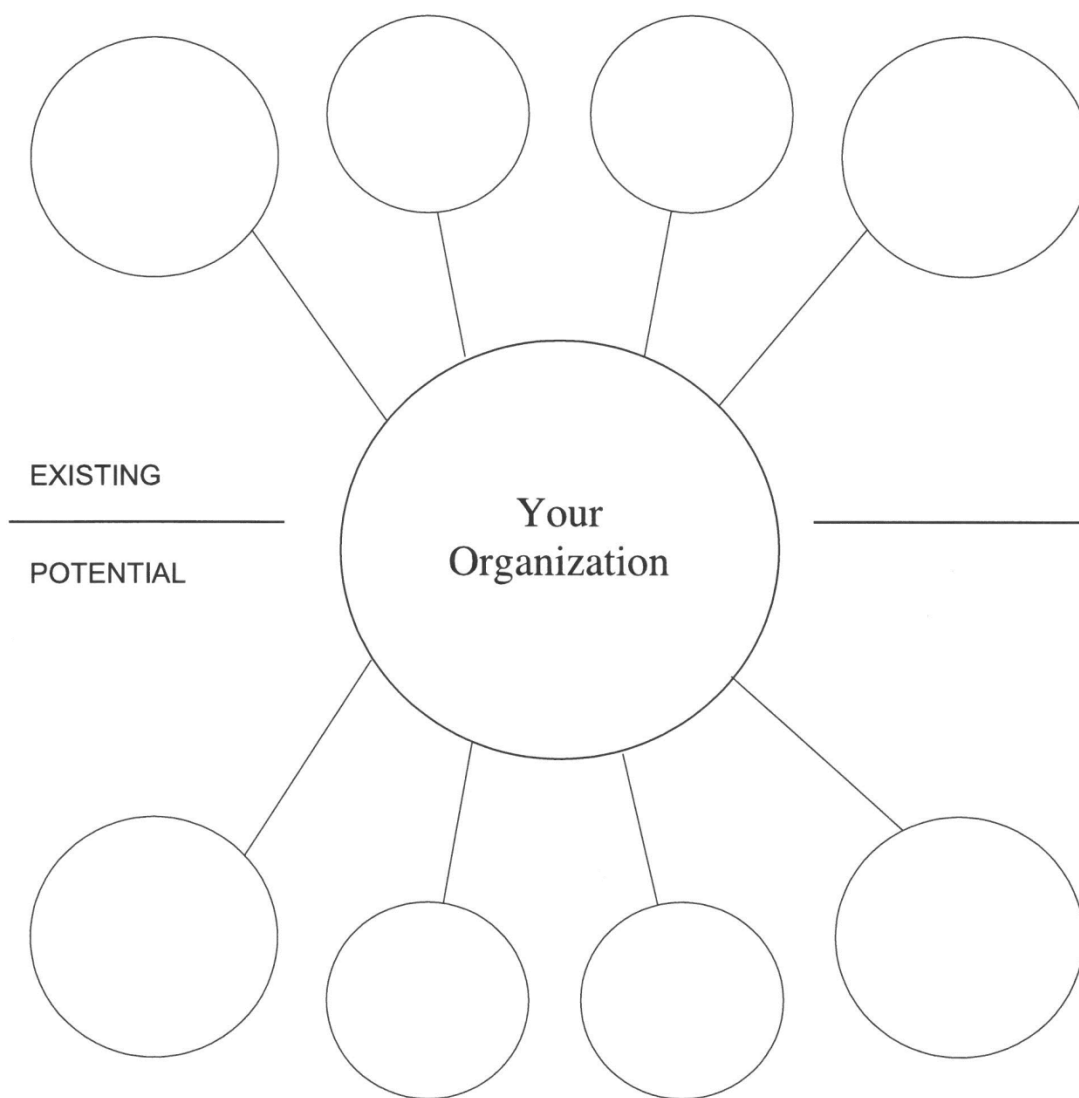


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Partnerships with Institutions

Use this tool to illustrate partnerships that your organization already has with institutions in your community and to think about new partnerships which might be useful to this project and your organization.





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Intern Training Guide Creator

Training for interns is one of the most essential steps to integrating a student into your facility. Make sure to commit time to this process if you want to maximize the interns' effort and quality of work. It can be as simple as 5 steps. Step 1. Brainstorm training material, Step 2. Organize training material, Step 3. Print & Assemble Packets, Step 4. Schedule, Step 5. Execute training

Orientation

The point of orientation is to expose the interns to policies, procedures, and important information about your organization. They may recall what you cover but not fully understand until they start working. This will prompt the student to say "I remember you mentioning _____. Can you please refresh me on that topic?"

Tips:

- The job of the trainer is to expose the intern to many different aspects of your organization.
- Do not expect the intern to learn all you are teaching them.
- Provide copies of information in print for the student to refer back to or write notes on.
- Use a Checklist sheet to assist Trainer. Less chance of forgetting certain topics to train.
- Save time by training all interns at once

Step 1

Decide what policies, procedures, and operations you need to provide to interns and make a list. This might be information you already provide to all staff.

- Confidentiality policy
- Dress code
- Code of Ethics
- Government Structure
- Building procedures
- Closure policies & Holidays
- Break time & location
- coat storage
- office space
- Resources
- Activities
- Service
- Workplace Culture

Step 2

Organizing your training materials into categories can be helpful to the training process. When our organization created the list we found that there was enough information to train an intern over a two day process of 4 sessions. Day 1 morning: Policies & Procedures; Day 1 afternoon: Operations; Day 2 morning: Resources, activities, and services; and Day 2 afternoon: Shadowing.



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Our organization uses the following structure:

- Day 1
 - Morning Training Covers
 - Policies & Procedures
 - Safety: Evacuation & Emergency, medical or non-medical
 - Confidentiality
 - Code of ethics
 - Dress Code
 - Breaks
 - Calling out sick
 - Building; Lock unlock, any responsibilities
 - Recording hours
 - Self-Care
 - Afternoon Training Covers
 - Operations
 - Office Space
 - Voicemail
 - Physical Mail
 - Client Software (MSC)
 - Computer login & Email
 - Managing schedule
 - Server storage
- Day 2
 - Throughout the day
 - Expectations from both intern and supervisor
 - Provide the interns with resources in area
 - Community Resources, examples: DTA - SNAP, Fuel Assistance
 - Local area ASAP (Aging Service Area Provider)
 - Activities within Center and outside center
 - Discuss individual and group supervision purpose
 - Complete Learning Agreement

Note: Having multiple interns may create some variation. Day 1 of orientation may be before the interns actual start date in order to accommodate training to multiple interns at once. Day 2 training is recommended to be with Intern's supervisor.

Step 3

Make packets & print. Assemble all documentations to create Orientation Packet and make a checklist from the materials. See "New Intern Checklist" as an example. Put checklist in front and back of orientation packet. This checklist can be used as an outline for the packet as well as a form that can be signed by staff, supervisor, and intern as a means of agreeing that the material was reviewed.

Step 4

Schedule Individual training or group training. If hosting one intern, Orientation can be the interns start date. If having more than one intern, ask if interns can come on a separate day, prior to school start date to train them all at the same time. This will save the trainers time.

Step 5

Proceed with training and have fun.



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AMESBURY COUNCIL ON AGING

New Intern Checklist

CITY OF
AMESBURY

EMPLOYEE INFORMATION

Name: _____ Start date: _____
Position: _____ Supervisor: _____

FIRST DAY

- ☐ Provide intern with orientation material packet
- ☐ Assign clinical staff liaison to answer general questions.

POLICIES

- ☐ Review key policies.
 - Anti-harassment
 - Progressive disciplinary actions
 - Safety & Emergency procedures
 - Confidentiality
 - Dress code
- Schedule/Holidays
- Vacation and sick time
- Time and leave reporting
- Breaks/Lunch
- School evaluations

ADMINISTRATIVE PROCEDURES

- ☐ Review general administrative procedures.
 - Office/desk/work station
 - Mail
 - Telephones
- Email
- Name badges
- Office supplies

INTRODUCTIONS AND TOURS

- ☐ Give introductions to staff and key volunteer personnel during tour.
- ☐ Tour of facility, including:
 - Restrooms
 - Parking information
 - Emergency exits
 - Copy/Print/Fax centers
 - Office supplies
 - Walking tour of Amesbury
 - Veteran's office

CLINICIAN MEETING

- ☐ Introductions to clinician team
- ☐ Review training plans and identify clinical staff liaison
- ☐ Review internship description
- ☐ Review internship schedule and hours
- ☐ Review clinical meeting schedule, format, and expectations

CLINICIAN NOTES

- ☐ MySeniorCenter (MSC) and intake tutorial
 - Intake Forms
 - MSC notations
 - Bio psychosocial format & sample
<http://socialworkexamreview.blogspot.com/2010/11/24-biopsychosocial-assessment-example.html>
- ☐ COA computer server tutorial [highlight specific things, i.e. MassHealth forms]
- ☐ Voicemail tutorial
- ☐ Intern packets [helpful forms, Biopsychosocial sample printout]
- ☐ Local agency descriptions [highlights] – Elder Services, town hall, MVRTA, My Neighbor's Table, HealthTrust



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9 Social Work Competencies: Adapted by BSW Salem State Learning Agreement

1. Demonstrate Ethical and Professional Behavior
2. Engage Diversity and Difference in Practice
3. Advance Human Rights and Social, Economic, and Environmental Justice.
4. Engage in Practice-Informed Research and Research-Informed Practice.
5. Engage in Policy Practice.
6. Engage with Individuals, Families, Groups, Organizations, and Communities
7. Assess Individuals, Families, Groups, Organizations, and Communities
8. Intervene with Individuals, Families, Groups, Organizations, and Communities
9. Evaluate Practice with Individuals, Families, Groups, Organizations, and Communities

Theories, models and perspectives - Cheat sheet for field instructors

Major Theories – Used in Social Work Practice

- Systems Theory
- Psychodynamic
- Social Learning
- Conflict

Developmental Theories

- Theories of moral reasoning (Kohlberg, Gilligan)
- Theories of cognition (Piaget)
- Transpersonal theories of human development (Transpersonal – means beyond or through the persona or mask. Going beyond identity rooted in the individual body or ego to include spiritual experience or higher levels of consciousness.)
- Stage theories – Erikson

Primary Perspectives

- Strengths
- Feminist
- Eco-Systems

Current Social Work Practice Models

- Problem Solving
- Task-Centered
- Solution – Focused
- Narrative
- Cognitive-Behavioral
- Crisis

In brief, social work practice models are like recipes. They are step-by-step guides for client sessions. Perspectives represent what aspects of the session are emphasized or highlighted in a session (i.e. questions asked or time spent). Theories are overall explanations of the person-in-environment configuration. Theories help explain why the problem is occurring and where the most efficient intervention should take place.